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APRIL 1991

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THE MAGAZINE FOR SECURITY DECISION MAKERS

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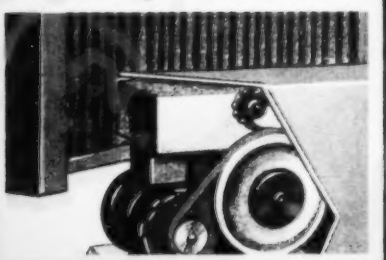

Steve Bias, CPP, CPO
Director of Public Safety
Nova University

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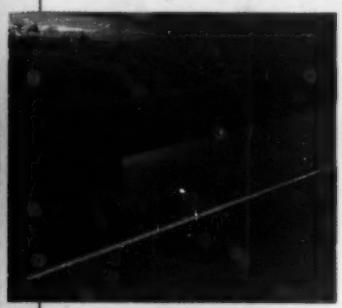
Switchable glass, recently installed at Orlando International Airport, creates a secure, light-filled environment for travelers.



When international flights arrive, glass changes from clear to frosted. (p. 15)

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Steve Bias oversees public safety at Nova University. Fiber optic cables protect assets in campus computer labs and administration offices. (p. 24)

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Business continues to plan for expansion. With so much security and spending at stake, informed, intelligent choices are paramount.

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Communications between students and public safety is top priority at Nova University, Fort Lauderdale, Fla. Steve Bias, CPP, CPO, heads Nova's public safety effort. (p. 24)

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SECURITY INDICATORS

Trends and forecasts for determining loss prevention needs.

RETAIL SHRINKAGE

1989 Shrinkage Tab Reaches $2.2 Billion; Prevention Effort Costs Retailers Millions

Loss prevention and shrinkage costs reached an all-time high in 1989, despite the $363.5 million retailers spent that year to prevent theft.

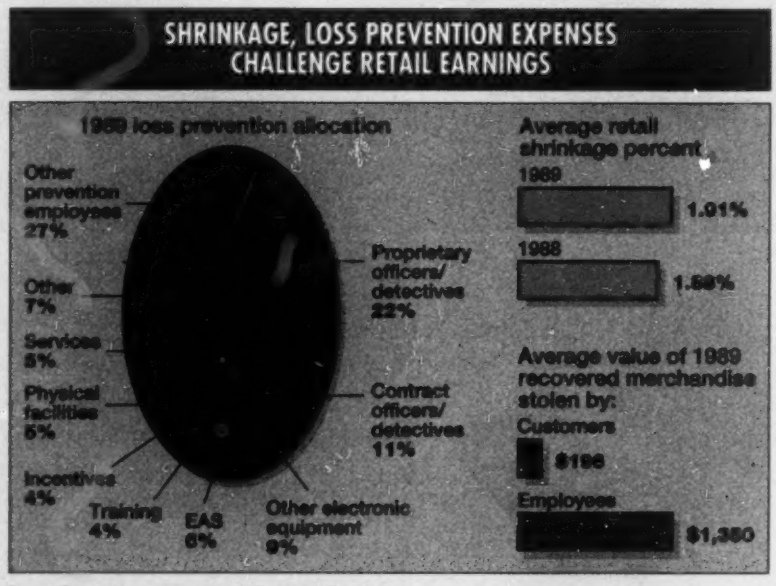
The 12th Annual Survey of Loss Prevention in the Retail Industry, conducted by Ernst & Young and the International Mass Retail Association, reports that retailers lost $2.2 billion to shrinkage in 1989. The average retail company spent $2.5 million to battle shrinkage that year — a 20 percent increase from 1988. To prevent theft, department stores spent three times more than specialty, hardline stores and twice as much as drug chains and supermarkets.

Among thefts, 45 percent were detected at the point of sale, the survey finds. Voids, phony returns and discounts to friends account for losses in this area.

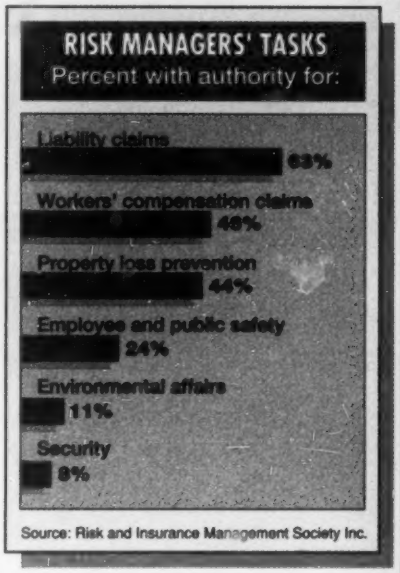
While more than 93 percent of those apprehended for shoplifting were customers, the value of merchandise stolen by employees averaged seven times more than what customers took. Drugs play a part in thefts among both groups: Evidence of drug use was detected among 46 percent of customer thieves and 55 percent of employee thieves.

"People costs" — internal and external labor, services, training and incentives — account for nearly three-quarters of loss prevention expenses. Electronic article surveillance (EAS) and other electronic security equipment represent the second largest spending area.

Fashion accessories, costume jewelry, fine jewelry, videotapes and audio recordings — traditionally high-shrink merchandise — continue to be most vulnerable to theft.



Escalating shrinkage continues to plague retail stores despite costly loss prevention efforts. Theft among retail employees impacts the problem.



Risk managers' chief tasks include managing claims and buying insurance.

RISK MANAGEMENT

Liability, Workers' Comp Premiums Dominate Risk Costs

Ever-present liability threats and astronomical health care costs cause liability and workers' compensation premiums to account for a considerable portion of risk control expenditures.

The 1991 Cost of Risk Survey, conducted by the Risk and Insurance Management Society (RIMS) and Tillinghast, a Towers Perrin company, reports that 25 cents of each cost of risk dollar pay for liability premiums, while 23 cents go toward workers' compensation premiums. Another 18 cents pay for unreimbursed liability losses.

Risk managers' responsibilities most often include managing liability and workers' compensation claims and purchasing these types of insurance. While only 8 percent of risk managers exercise chief authority over security, 18 percent share authority and 24 percent offer security-related recommendations.

Among risk managers, 60 percent reported to finance or treasury executives in 1990; 66 percent reported to these functions in 1985.

EMPLOYEES AND DRUGS

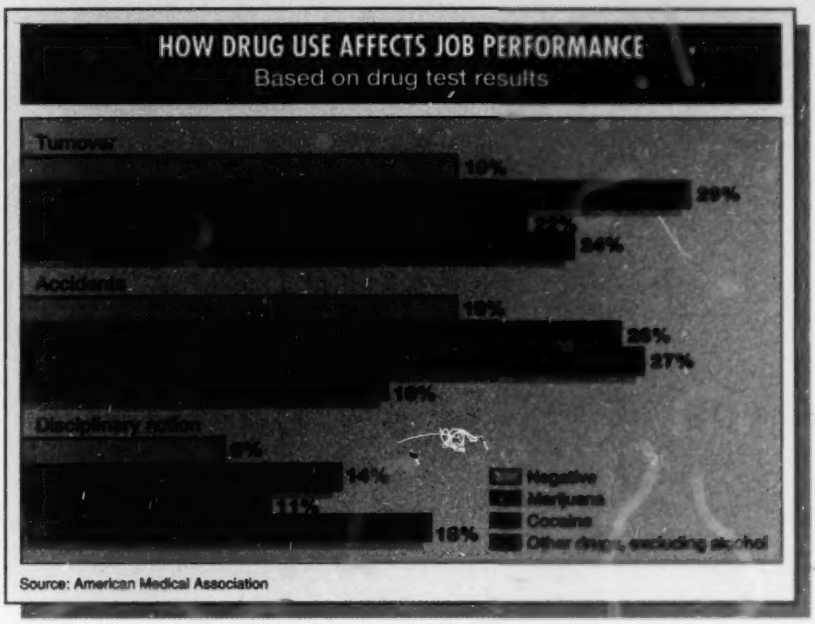
Substance Abuse Linked To Increased Problems on the Job

Employees who use marijuana or cocaine have higher rates of absenteeism, turnover and work-related accidents than do employees who avoid these substances.

A study published in *The Journal of the American Medical Association* finds that employees who use these drugs have 85 percent more accidents and are absent 78 percent more often than non-users. Drug use also inflates turnover rates, especially for marijuana users. Cocaine most affects accident rates.

The American Medical Association (AMA) research contradicts earlier findings which cite a 200 to 300 percent increase in accidents and a 1,500 percent sick leave increase among drug users. The AMA findings also dispute studies which indicate widespread drug use among employees; 88 percent of AMA study participants tested negative for drugs.

An AMA *Journal* editorial says the probability of drug use among employees is dwarfed by the rate of illicit drug use among Americans arrested for crimes.



Employee drug use correlates with lower performance. "Other drugs" are non-therapeutic substances. Alcohol use is not reflected in this study.

Statistics show that employees support drug testing efforts if the tests will help rid their workplace of drugs. A study commissioned by the Institute for a Drug-Free Workplace finds 96 percent of Illinois employees favor workplace drug testing. Another 69 percent are willing to submit to a drug test. More than 50 percent of workers polled support random drug testing.

OFFICE AUTOMATION

High-Tech Offices Pose Additional Security Risks

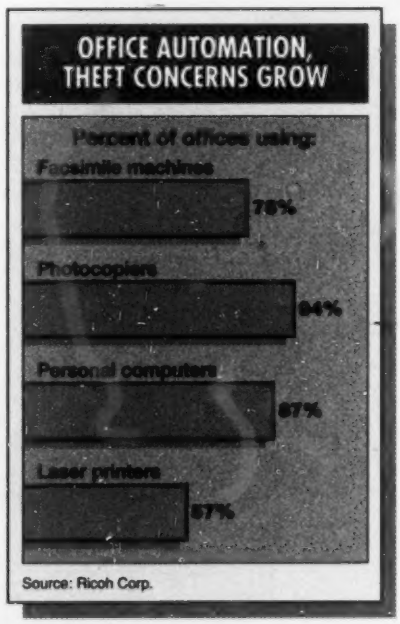
Fax machines, personal computers and photocopiers make it easy for office employees to communicate within and outside the company. Businesses face new challenges, however, as this convenience poses increased information and physical security risks.

A recent study commissioned by Ricoh Corp. finds that office workers ranging from top executives to mail clerks regularly use office equipment.

"Office automation products were first intended to improve productivity among secretarial and clerical employees," says Mark Stanton, Ricoh's manager of product communications. "Now we see office equipment climbing the corporate ladder as managers find the machines increasingly productive tools." Managers lead other employees in fax machine use.

Office machines' decreased cost, size and complexity further contribute to the decentralization of office equipment.

The office automation boom means increased revenue for vendors who sell products that keep machines from "walking out the door." The boom has also inspired awareness programs aimed at teaching basic information security techniques to employees working at every level.



Nearly all offices use at least one technology to process information.

NEWS

Security Wrap-Up: Fire Safety, Campus Crime, Aviation

▶ A study of emergency programs among more than 200 **asbestos abatement contractors** finds that the majority do not comply with federal fire safety training and equipment requirements. The Fidelity Environmental Insurance Co. reports that 77 percent do not provide fire extinguisher training for workers. Another 91 percent use inadequate emergency lighting.

▶ The latest Towson State University survey finds that drug and alcohol use is a significant risk factor for **campus crime** victimization. Students who are campus crime victims — as well as students who admit to committing campus crime — report more frequent drug and alcohol use than students who are neither victims nor perpetrators. The most frequently reported crimes are theft, vandalism, assault, sex-related violence and robbery. More than 37 percent of students say they have been the victim of a campus crime.

▶ The Federal Aviation Administration (FAA) has only half as many security employees as it needs, reports the National Security Institute.